



Setting up your Heathdale Access Account

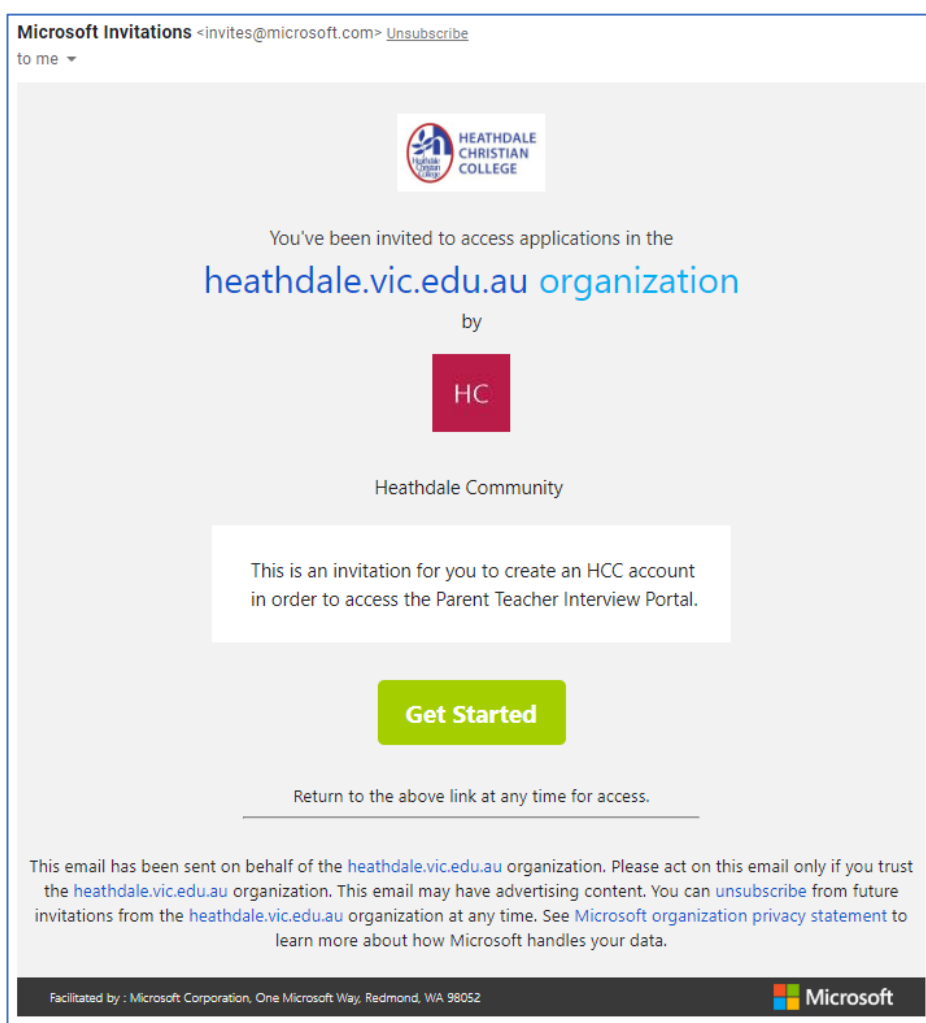
This guide outlines the process for setting up your Heathdale Access Account. This Access Account will provide you access to book your Heathdale Parent Teacher Interview. This setup process detailed below will associate your email address (as currently used for all College email communications) with our Heathdale Microsoft Guest environment and provide the required booking access.

Account management and Troubleshooting? See the end of this document.

Step 1: Heathdale Guest Invitation email

You will receive an email invitation to join the Heathdale guest network. This invitation will appear as below and come from invites@microsoft.com with our Logo. Click on the 'Get Started' button.

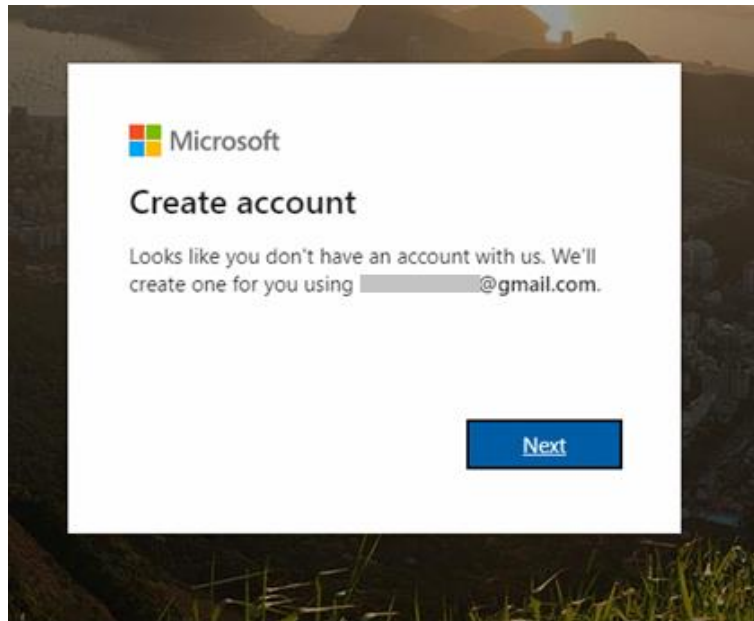
You are not able to commence this process without this invitation.



- **If you do not currently have a Microsoft account associated with your email address,** then the system will continue to Step 2.
- **If your email already has a Microsoft association,** then the system will skip you to Step 6 (p.4).

Step 2: Account Creation

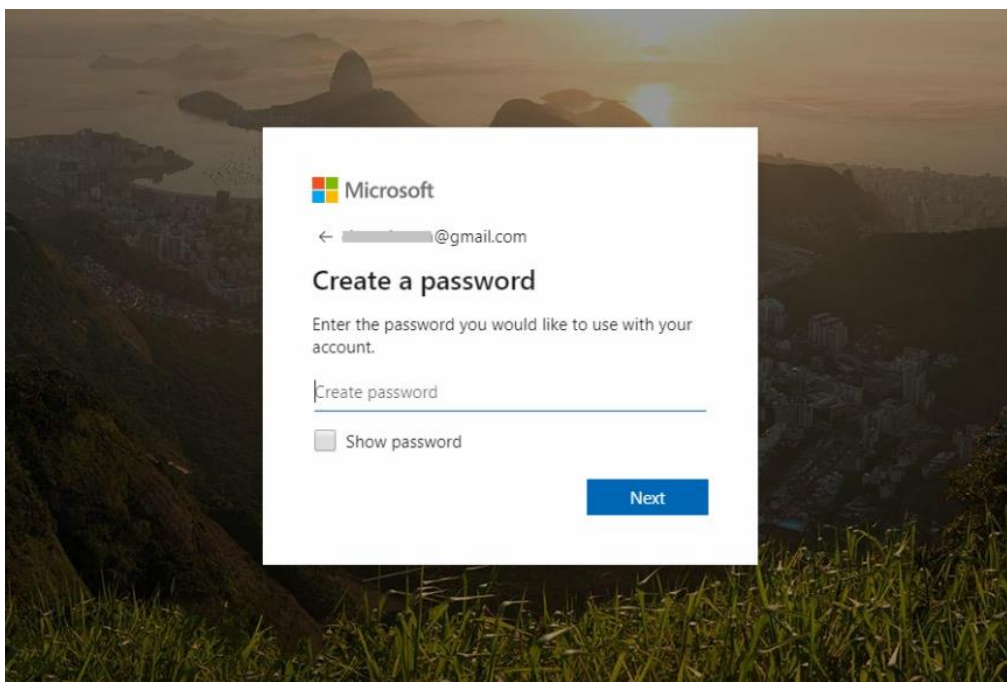
You will see the following screen to Create an account. Select 'Next' to continue.



Step 3: Setting a Password

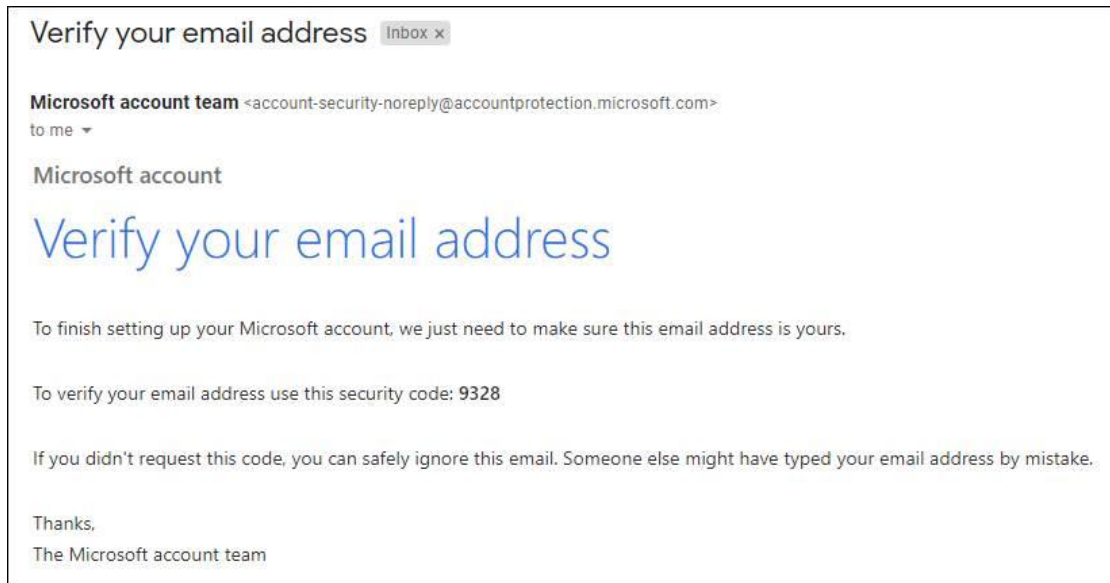
Enter your new password and press 'Next' to continue.

Please note the password for future access to the Community Access Portal.



Step 4a: Verify your password

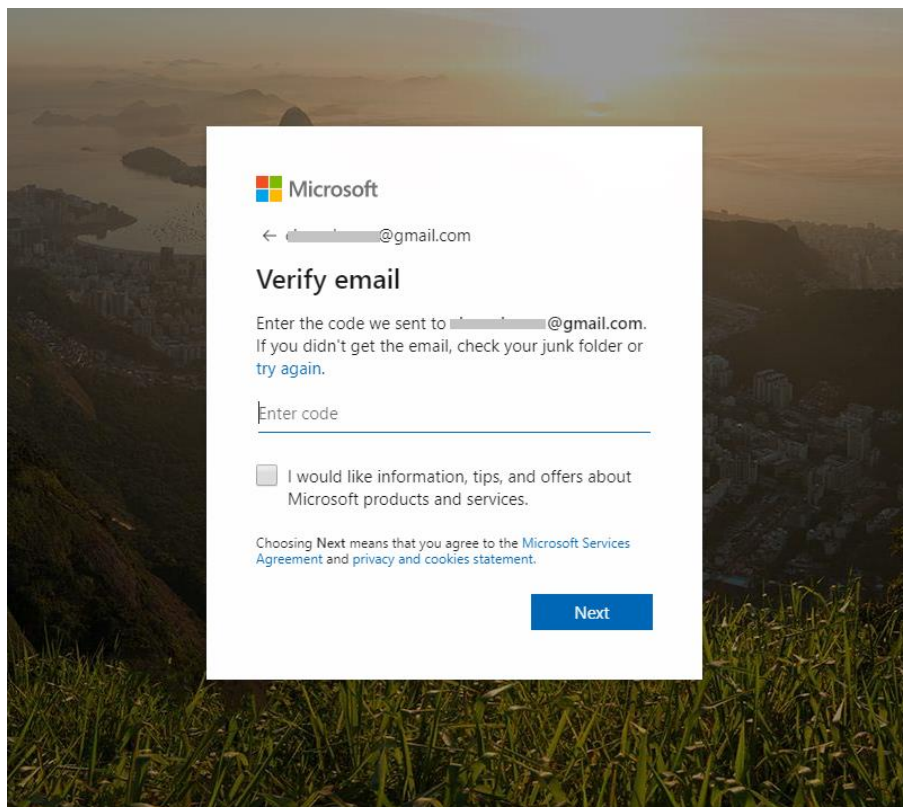
Microsoft will immediately send you a unique verification code. The email will appear as follows:



Step 4b: Verify your password

Once you receive this, enter your unique security code, to verify your email. Press 'Next' to continue.

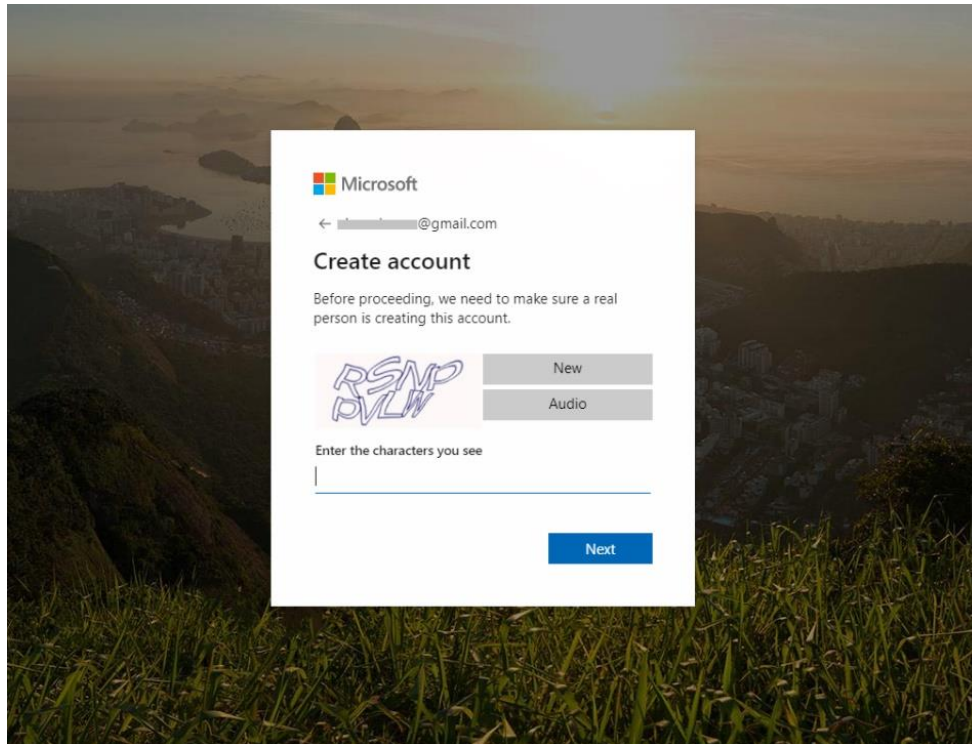
You can select to receive further information from Microsoft, however this is not required.



Step 5: Account Creation

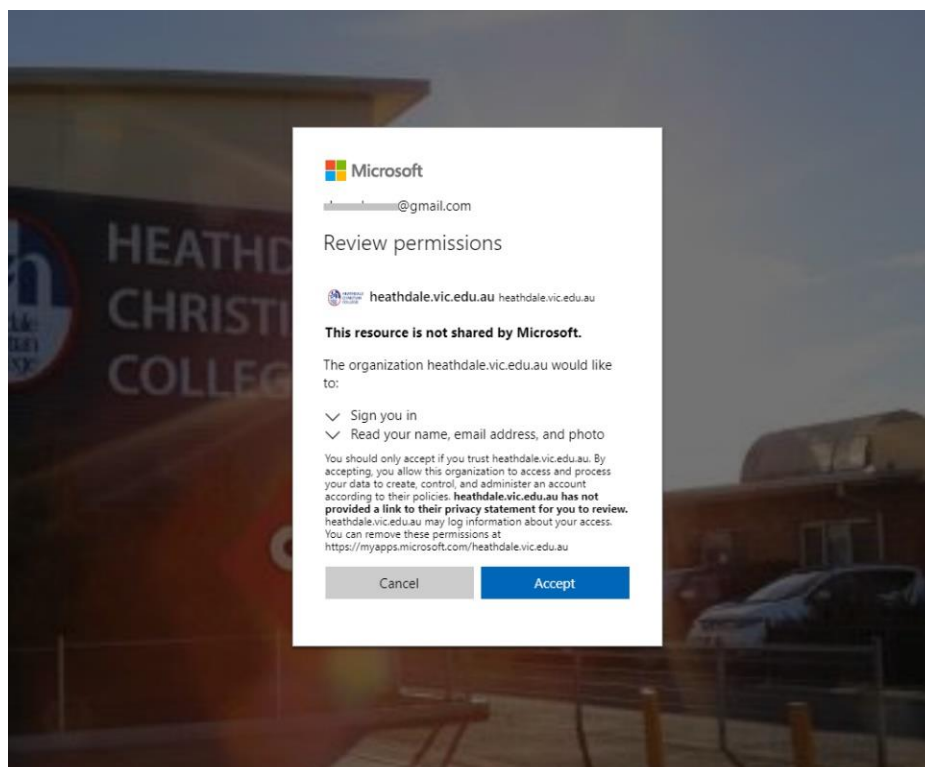
Enter the unique captcha code as seen in the below example and click 'Next'.

If you are unable to read the text, select the 'New' button or have the letters read to you via the 'Audio' button.



Step 6: Permissions

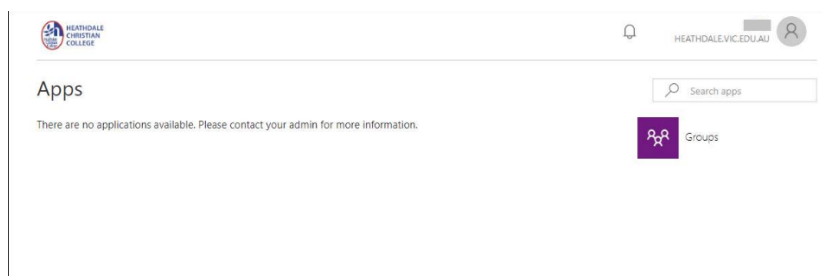
As a final step you will be asked to review and accept the permissions. Select 'Accept'.



Step 7: Setup is Complete

You will be presented with a basic Application Portal window as shown below to confirm that you have successfully registered. **Close this window.**

You cannot access the Parent Teacher tab through this window – See next step.



Step 8: Book your Parent Teacher conversation

Visit www.heathdale.vic.edu.au/parent-centre to access the Parent Teacher portal. You will find a link within the Parent Centre.

A PDF on how to book an appointment time in the Portal, is provided in the Parent Centre.

Maintenance of your Account

Change of Password

You are able to manage your password as necessary without requiring College involvement. An option to do this is provided on the login screen where you are prompted to enter your password.

Change of email address

If you change your email address in the future, then you will need to notify the College of this change (and both the old and new addresses). This will enable us to update your email address for all College communications, remove your previous email association and send a new email invitation to you. The process for setting up your new account will then be the same as outlined in the above sections.

Questions or Technical Issues?

If you have any questions or issues related to this guide or the setup of your account then please contact us via the following email address PortalSupport@heathdale.vic.edu.au.

Kindly provide the following information in your email:

- Your name, email address in question and your child(ren) full name(s) and Year level(s)
- A brief summary of the issue you're facing or your question
- A phone number and a preferred time during the day when you can be contacted. One of our staff will get back to you as soon as possible.

Please note that we do not provide 'out of hours' support, and while every effort will be made to contact you as soon as possible, we will get back to you within standard business hours or via email.